



COMMONWEALTH OF PUERTO RICO
TELECOMMUNICATIONS REGULATORY BOARD
OF PUERTO RICO



Puerto Rico TRS Complaint Log FCC Report 2013-2014



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**TELECOMMUNICATIONS REGULATORY BOARD
OF PUERTO RICO**

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: Telecommunications Relay Service; Consumer Complaint Log
CG Docket 03-123

Dear Ms. Dortch:

The Telecommunications Regulatory Board of PR ("TRB"), pursuant to Section 64.604 (c) (1) of the Federal Communications Commission rules, hereby informs the Commission that there was only one TRS complaint filed during the period of June 1, 2013 to May 31, 2014.

Details of the complaint, including how it was handled and its resolution are included herein.

Should you need additional information, you may contact me at 787-756-0804, ext. 3052 or by my E-Mail address: rmiranda@irtpr.gobierno.pr

Respectfully submitted,

Roberto Miranda
TRS Contract Administrator on behalf of the
Telecommunications Regulatory Board of Puerto Rico

Cc:

President and Board Commissioners of the
Telecommunications Regulatory Board of Puerto Rico

Complaint Tracking for PR (06/01/2013-05/31/2014). Total Customer Contacts: 1

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|-------------------|---|--------------------|---|
| 1 | 09/16/13 | On 9/14/13 the customer reported she was unable to dial 711 to reach Puerto Rico VCO Relay service. She did not try the toll free number 866-280-2656. Took customer information (required for trouble ticket regarding the issue) and apologized for the inconvenience. Follow up requested. | 11/15/13 | Contacted the customer but there was no answer. Contacted the customer's niece and she told me that her aunt (customer) is out of Puerto Rico until 2014 undergoing a surgery in the States. Manager tested the number using the VCO in the office and it went through. |



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 14-831
Released: June 17, 2014

REMINDER TO STATES AND INTERSTATE TELECOMMUNICATIONS RELAY SERVICES PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS IS DUE JULY 1, 2014

REMINDER OF ONGOING OBLIGATION TO REPORT CONTACT INFORMATION AND SUBSTANTIVE CHANGES IN TRS PROGRAMS

CG DOCKET NO. 03-123

Obligation to File Annual Summary of Consumer Complaints.

The Federal Communications Commission's Consumer and Governmental Affairs Bureau reminds states and providers of interstate telecommunications relay services (TRS)¹ that they must submit their annual consumer complaint log summaries covering the 12-month period from June 1, 2013 to May 31, 2014, on or before Tuesday, July 1, 2014.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to collect and maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.² State TRS programs are required to log all complaints made to the state agency, as well as those made to the state's TRS provider. Both states and interstate TRS providers must file summaries of these complaint logs with the Commission annually.³ These summaries are intended to provide an early warning to the Commission of possible service quality issues. This information also allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints, and to spot national trends that may lend themselves to coordinated solutions. Moreover, the information enables states to learn how other states are resolving complaints.⁴

Complaint log summaries should include information pertaining to complaints received between June 1, 2013, and May 31, 2014. The summaries must include, at a minimum, the total number of interstate relay calls by type of TRS (*i.e.*, traditional TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP Relay, video relay service (VRS)), the number of complaints alleging a

¹ Providers of interstate TRS service include all Internet-based TRS providers.

² See 47 C.F.R. § 64.604(c)(1)(i). See also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-67, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, 5144-5145 at ¶ 9 (2000) (*Improved TRS Order*).

³ See 47 C.F.R. § 64.604(c)(1)(ii).

⁴ *Improved TRS Order*, 15 FCC Rcd at 5190-5191, ¶ 122.

violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.⁵

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- **Electronic Filers:** Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.
- **Paper Filers:** Parties who choose to file by paper must file an original and one copy of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street, SW., Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW., Washington, DC 20554.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

We also remind certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission the name of a contact person and/or office for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

The Commission must be notified each time there is a change in any of this required information. Any changes in contact information for certified state TRS programs and/or interstate TRS providers should be sent to TRS_POC@fcc.gov.

We also remind certified state TRS programs that, pursuant to 47 C.F.R. § 64.606(f)(1), state TRS programs must notify the Commission of any substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal mandatory minimum standards after implementing the substantive change. Similarly, pursuant to 47 C.F.R. §

⁵ See 47 C.F.R. § 64.604(c)(1).

64.606(f)(2), providers of VRS, IP Relay and IP CTS certified under 47 C.F.R. § 64.606 must also notify the Commission of any substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and certify that they continue to meet federal mandatory minimum standards after implementing the substantive change. Notices of substantive changes in TRS Programs must reference CG Docket No. 03-123.

Contact information for certified state TRS programs is posted on the Consumer and Governmental Affairs Bureau's website at: <http://www.fcc.gov/encyclopedia/trs-state-and-territories>; contact information for Internet-based TRS providers is posted at: <http://www.fcc.gov/encyclopedia/trs-providers>.

The full text of this document and copies of any subsequently filed complaint log summary and notices of substantive changes in TRS program documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW., Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor Best Copying and Printing Inc., at Portals II, 445 12th Street, SW., Room CY-B402, Washington, DC 20554. Customers may contact the duplicating contractor at their web site www.bcpweb.com or call 202-488-5300.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an email to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at: <http://www.fcc.gov/encyclopedia/disability-rights-office-headlines>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, 202- 418-2247 (voice), or email Dana.Wilson@fcc.gov.

FCC-



06/17/2014

Roberto Miranda
Special Assistant to the President
500 Ave. Roberto H. Todd (Pda 18 - Santurce)
San Juan, PR 00907-3941
(787) 756-0804 (ext. 3052)
rmiranda@jrtpr.pr.gov

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Miranda,

Sprint has provided you the following information to support your filing with the FCC for the Commonwealth of Puerto Rico:

- An annual Complaint Log which includes complaints received between June 1, 2013 and May 31, 2014 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

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This is due to the FCC on or before Tuesday, July 1, 2014.

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Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Missy McManus". The signature is stylized with a large, cursive "M" and "M".

Missy McManus
Program Manager
Puerto Rico Relay

Attachments:
1) Log Sheets